

Your Order Delivery Address:

E-Mail: sales@paradoxlondon.com
Web: www.pinkparadoxshoes.com
VAT No. 796143009

Order Date

Order No.

Description	Qty	Price	Refund	Exchange	Replace with Style	Replace with Colour	Replace with size	Reason Code

Thank you so much for your purchase! We hope you love your item(s) but if for any reason you are not entirely happy then please follow the returns procedure outlined below.

Return Reason codes: (1) Arrived too late, (2) Poor quality, (3) Does Not Fit, (4) Incorrect item received, (5) Damaged on arrival, (6) Unsuitable, (7) Ordered more than one size/style

Exchanges: Please indicate the size you wish to exchange for. If you would like a different colour or style please also indicate the style and colour you would like in the boxes above.

Trying on your order

1. We kindly request that all footwear is tried on with hosiery.
2. Only try the footwear on carpeted floor as hard floor will mark the outer sole.

Unfortunately items which are returned damaged, marked soles, marked toe printed or with packaging missing will be returned without any credit. Handbags should be handled with just as much care, to avoid a return to you without credit.

Returns will only be accepted within 30 days after receiving your order. Your refund credit, or exchange (when available in stock) may take up to 21 days to process after you return the goods back to us. We will e-mail you to confirm your return has been processed. Please ensure the completed returns form is enclosed in your package along with any exchange information if an exchange is required. Please note refunds will be processed on the card originally used for payment. Please return your shoes in their original condition as they will be inspected on return.

How to return your order:

1. Complete the return information above (goods cannot be returned without this information).
2. Enclose this document with your returned item(s), inside the original packaging and shoe box.
3. Return your parcel to the address below.
4. Peel off the free Royal Mail label and attach it to the outside of the parcel. If missing or lost a free posting label is available by visiting: www.royalmail.com/returns
5. Take your parcel to any Post Office, remembering to obtain a proof of postage receipt. You must retain the receipt until the item(s) are refunded on your statement, as this enables you to trace your return.

Please refer to the returns policy to ensure that your return is accepted for a refund or exchange.

Web Order Returns Address
UNIT 1
2 GARMAN ROAD
TOTTENHAM
LONDON
N17 0UG

Notes